

## Focus and Responsibilities:

- ✚ Ability to effectively communicate ideas through oral and written communication
- ✚ Ability to work as a productive team member
- ✚ Follow documented problem escalation procedure
- ✚ Identification and overall maintenance of documentation for technical accuracy and grammar
- ✚ Maintain overall customer service
- ✚ Provide strong communication and customer management skills
- ✚ Resolve technical hardware or software problems



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## Industry Support for CompTIA A+®

The technology community identifies CompTIA A+ certification as the perfect entry into an IT career. Technology and certification companies including Microsoft, Hewlett-Packard, Cisco, Novell and Certiport recognize CompTIA A+ certification as part of their certification tracks. Top technology companies including CompuCom, CompUSA and IBM have also made CompTIA A+ certification mandatory for their service technicians. Additionally, more than 100 companies now require CompTIA A+ certification as a prerequisite to qualify for their corporate and vendor-specific training programs.



## SHRIVER JOB CORPS CAREER

Business Career Vocational Center



## A+ /COMPUTER SERVICE TECHNICIAN

In partnership with



Member of



**270 Jackson Rd. Devens, MA 0143**



## A+/ Computer Service Technician

### Program Description:

CompTIA A+ certification is an international industry credential that validates the knowledge of computer service technicians with the equivalent of 500 hours of hands-on experience. Major hardware and software vendors, distributors and resellers accept CompTIA A+ as the standard in foundation-level, vendor-neutral certification for service technicians. The exams cover a broad range of hardware and software technologies, but are not bound to any vendor-specific products. The skills and knowledge measured by the CompTIA A+ exams were derived from an industry-wide and worldwide job task analysis. To date, more than 500,000 individuals have obtained CompTIA A+ certification.

## Computer Service Technician / A+ Hardware Level 1:

The hardware section of this Training course covers the following objectives:

- ✚ Employability Skills
- ✚ Computer Basics
- ✚ Tools of the Trade
- ✚ Computer Safety
- ✚ System Components
- ✚ Bus Architectures
- ✚ Ports, Connectors, and Cables
- ✚ Expansion Boards
- ✚ Fixed Desk Storage System
- ✚ Removable Storage Systems
- ✚ Peripheral Devices
- ✚ Portable Computing
- ✚ Networking
- ✚ Performing Preventative Maintenance
- ✚ Customer Satisfaction



## Computer Service Technician/ A+ Software Level 2:

The Software section of this training course covers the following objectives:

- ✚ Managing Applications
- ✚ Installing Network Components
- ✚ Implementing Local Security In Windows NT
- ✚ Managing File print Resources In Windows NT
- ✚ Managing File and Print Resources In Windows 9X
- ✚ Managing Disk Resources in NT Based Computer
- ✚ Managing Disk Resources In Windows 9X
- ✚ Connecting Internet and Intranet Resources
- ✚ Implementing Virus Protection
- ✚ Preparing for Disaster Recovery
- ✚ Recovering from Disaster
- ✚ Installing Client Operating Systems

